

IN THE CLAIMS:

1 1. (currently amended) A network spanning heterogeneous call center controller for use
2 with a circuit-switched private branch exchange and a packet-switched private branch exchange,
3 the network spanning heterogeneous call center controller comprising:

4 a circuit-switched private branch exchange interface to communicate with the circuit-
5 switched private branch exchange;

6 a packet-switched private branch exchange interface to communicate with the packet-
7 switched private branch exchange;

8 a processor communicatively coupled to the circuit-switched private branch exchange
9 interface and to the packet-switched private branch exchange interface, wherein the circuit-
10 switched private branch exchange interface sends circuit-switched instruction messages to the
11 circuit-switched private branch exchange and wherein the packet-switched private branch
12 exchange sends packet-switched instruction messages to the packet-switched private branch
13 exchange; and

14 a network manager interface communicatively coupled to and responsive to the
15 processor.

2. (cancelled)

1 3. (original) The network spanning heterogeneous call center controller of claim 2,
2 wherein the circuit-switched instruction messages include a message to transfer a circuit-
3 switched call to a selected agent terminal.

1 4. (original) The network spanning heterogeneous call center controller of claim 3,
2 wherein the agent terminal is coupled to the circuit-switched private branch exchange.

1 5. (original) The network spanning heterogeneous call center controller of claim 3,
2 wherein the packet-switched instruction messages include a message to transfer a voice over
3 internet protocol call to an internet enabled agent terminal.

1 6. (original) The network spanning heterogeneous call center controller of claim 5,
2 wherein the internet enabled agent terminal is connected to the packet-switched private branch
3 exchange.

1 7. (original) The network spanning heterogeneous call center controller of claim 2,
2 wherein the circuit-switched instruction messages includes a message to place a circuit-switched
3 call in a call queue.

1 8. (original) The network spanning heterogeneous call center controller of claim 2,
2 wherein the circuit-switched instruction messages includes a message to apply a telephony
3 resource to a circuit-switched call.

1 9. (original) The network spanning heterogeneous call center controller of claim 8,
2 wherein the telephony resource comprises a message to apply music on hold call treatment.

1 10. (original) The network spanning heterogeneous call center controller of claim 3,
2 wherein the circuit-switched call is a circuit switched voice call transmitted over the public
3 switched telephone network.

1 11. (previously presented) The network spanning heterogeneous call center controller of
2 claim 1, wherein the packet-switched private branch exchange supports Internet Protocol
3 telephony.

1 12. (previously presented) The network spanning heterogeneous call center controller of
2 claim 1, further comprising a network manager console coupled to and responsive to the network
3 manager interface.

1 13. (previously presented) The network spanning heterogeneous call center controller of
2 claim 1, further comprising a peripheral interface, the peripheral interface coupled to the circuit-
3 switched private branch exchange interface, the packet-switched private branch exchange
4 interface, and to the processor.

1 14. (original) The network spanning heterogeneous call center controller of claim 13,
2 further comprising a memory, the memory coupled to the processor via a bus, the memory
3 containing a plurality of network spanning heterogeneous command and control instructions.

1 15. (original) The network spanning heterogeneous call center controller of claim 13,
2 further comprising a database, the database containing a plurality of call records created for a
3 plurality of calls serviced by network spanning heterogeneous call center controller.

1 16. (original) The network spanning heterogeneous call center controller of claim 15,
2 wherein a first set of the data records are created for a first set of agents, and a second set of the
3 data records are created for a second set of agents.

1 17. (original) The network spanning heterogeneous call center controller of claim 16,
2 wherein the first set of data records contain a data entry indicating service for a first company
3 and the second set of data records contain a data entry indicating service for a second company.

1 18. (original) The network spanning heterogeneous call center controller of claim 15,
2 wherein the database is communicatively coupled to the processor.

19-28 (cancelled)

1 29. (original) A network spanning heterogeneous call center controller comprising:
2 a public switched telephone network input;
3 an internet connection input;
4 a switching element responsive to the public switched telephone network input;
5 an internet protocol interface responsive to the internet connection input;
6 a telephony resource module connectable to the switching element;
7 a processor, the processor coupled to a data bus, the data bus coupled to the internet
8 protocol interface and the switching element;
9 a first set of agent output channels responsive to the switching element, the first set of
10 agent output channels directed to communicate with circuit switched agent terminals; and
11 a second set of agent output channels responsive to the internet protocol interface, the
12 second set of agent output channels directed to communicate with internet enabled agent
13 terminals.

1 30. (original) The network spanning heterogeneous call center controller of claim 29,
2 further comprising a data resources module to provide selected data resources via the internet
3 protocol interface.

1 31. (original) The network spanning heterogeneous call center controller of claim 29,
2 further comprising a domain conversion module, the domain conversion module to convert
3 between internet protocol traffic and circuit switched voice traffic, the domain conversion
4 module responsive to the internet protocol interface.

1 32. (currently amended) A network spanning heterogeneous call center comprising:
2 a circuit-switched private branch exchange;
3 a packet-switched private branch exchange;
4 a network spanning heterogeneous call center controller;
5 a first control path connecting the circuit switched private branch exchange and the
6 network spanning heterogeneous call center controller;
7 a second control path connecting the packet-switched private branch exchange and the
8 network spanning heterogeneous call center controller, wherein the network spanning
9 heterogeneous call center controller sends circuit-switched instruction messages to the circuit-
10 switched private branch exchange and the network spanning heterogeneous call center controller
11 sends packet-switched instruction messages to the packet-switched private branch exchange;
12 a network, the network responsive to the circuit-switched private branch exchange, to the
13 packet-switched private branch exchange, and to the network spanning heterogeneous call center
14 controller, the network having a plurality of output communication channels for connection to a
15 plurality of agent terminals;
16 a voice channel between the circuit-switched private branch exchange and the network;
17 a control channel between the network spanning heterogeneous call center controller and
18 the network; and
19 a voice and data channel between the packet-switched private branch exchange and the
20 network.

33-38. (cancelled)

1 39. (currently amended) The network spanning heterogeneous call center of ~~claim 38~~
2 claim 32, wherein the circuit-switched instruction messages include a message to transfer a
3 circuit-switched call to a selected agent terminal.

1 40. (previously presented) The network spanning heterogeneous call center of claim 39,
2 wherein the agent terminal is coupled to the circuit-switched private branch exchange via the
3 network.

1 41. (previously presented) The network spanning heterogeneous call center of claim 39,
2 wherein the packet-switched instruction messages include a message to transfer a voice over
3 internet protocol call to an internet enabled agent terminal.

1 42. (previously presented) The network spanning heterogeneous call center of claim 41,
2 wherein the internet enabled agent terminal is connected to the packet-switched private branch
3 exchange via the network.

1 43. (currently amended) The network spanning heterogeneous call center of ~~claim 38~~
2 claim 32, wherein the circuit-switched instruction messages includes a message to place a
3 circuit-switched call in a call queue.

1 44. (currently amended) The network spanning heterogeneous call center of ~~claim 38~~
2 claim 32, wherein the circuit-switched instruction messages includes a message to apply a
3 telephony resource to a circuit-switched call.

1 45. (previously presented) The network spanning heterogeneous call center of claim 44,
2 wherein the telephony resource comprises a message to apply music on hold call treatment.

1 46. (previously presented) The network spanning heterogeneous call center of claim 39,
2 wherein the circuit-switched call is a circuit-switched voice call transmitted over the public
3 switched telephone network.

1 47. (previously presented) The network spanning heterogeneous call center of claim 32,
2 wherein the packet-switched private branch exchange supports Internet Protocol telephony.

1 48. (previously presented) The network spanning heterogeneous call center of claim 32,
2 further comprising a network manager console coupled to and responsive to the network
3 spanning heterogeneous call center controller.